

Footscray Hospital

Patient Information Directory

2016 Edition



Western Health
Together, caring for the West

This book is produced by The Hospital Patient Guide as a service to the patients of Western Health.

Welcome to Footscray Hospital

Gordon Street, Footscray, VIC 3011

Telephone: 8345 6666

Website: www.westernhealth.org.au

Western Health (WH) manages three acute public hospitals: Footscray Hospital at Footscray; Sunshine Hospital at St Albans; and the Williamstown Hospital. It also operates the Sunbury Day Hospital, and a Transition Care Program at Hazeldean in Williamstown. A wide range of community based services are also managed by Western Health, along with a large Drug and Alcohol Service.

Services are provided to the western region of Melbourne which has a population of approximately 800,000 people.

Western Health provides a comprehensive, integrated range of services from its various sites; ranging from acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to subacute care and specialist ambulatory clinics. Western Health provides a combination of hospital and community-based services to aged, adult and paediatric patients and newborn babies.

Employing nearly 6500 staff Western Health has a strong philosophy of working with its local community to deliver excellence in patient care.

Our Values

Compassion - consistently acting with empathy and integrity.

Accountability - taking responsibility for our decisions and actions.

Respect - for the rights, beliefs and choice of every individual.

Excellence - inspiring and motivating innovation and achievement.

Safety - prioritising safety as an essential part of everyday practice.

Western Health respectfully acknowledge the Wurundjeri and Boonwurrung Elders and people of the Kulin nation as Traditional Owners of the lands on which Western Health sites are located.

BEST CARE AT WESTERN HEALTH

A FRAMEWORK FOR QUALITY, SAFETY AND THE PATIENT EXPERIENCE.



PATIENTS TO RECEIVE BEST CARE...

It is important to my family and I that:

1. I am seen and treated as a person
2. I receive help, treatment and information when I need it & in a co-ordinated way
3. I receive care that makes me feel better
4. I feel safe



FRONT LINE STAFF TO PROVIDE BEST CARE ...

1. I communicate with patients and their families and am sensitive to their needs & preferences
2. I am an active team player and look for ways to do things better
3. I am competent in what I do and motivated to provide the best care and services possible
4. I keep patients from harm



MANAGERS & SENIOR CLINICIANS TO LEAD BEST CARE...

1. I engage with and put patients first when making decisions
2. I look for ways to support staff to work efficiently and as part of a team
3. I guide, engage and support staff to provide best clinical care
4. I promote a culture of safety



EXECUTIVE & BOARD TO GOVERN BEST CARE...

I oversee the development, implementation and ongoing improvement of organisation-wide systems supporting Best Care



Do you need an interpreter?

مترجم؟ الى ت ح تاج هي

Treba li vam tumač?

Wic yīn raan ye kɔc wäär thook?

Χρειάζεστε διερμηνέα;

Ha bisogno di un interprete?

Дали ви треба преведувач?

你需要翻译吗?

Да ли Вам је потребан преводилац?

¿Necesita usted un intérprete?

Quý vị có cần thông ngôn viên hay không?



8345 7148 or ask our staff

A

Western Health Aboriginal Health Unit

The Western Health Aboriginal Health Unit provides: confidential specialist liaison and consultation, general hospital, emergency and maternity liaison, referral and support that is culturally responsive to patients, their families and visitors attending Sunshine, Footscray and Williamstown Hospitals.

Our hours Monday–Friday 8.00am – 5.00pm excludes Public Holidays

Ask for: Aboriginal Hospital Liaison Officer; and/or Koori Maternity Services Aboriginal Hospital Liaison Officer; and/or the Manager.

Located: Sunshine Hospital, 176 Furlong Road, St Albans

on ground floor near Pharmacy before X-Ray

Ph: 8345-0952 or 8345-0949, or 8345-0951, or 8345-0176

Email: Aboriginalhealthunit@wh.org.au

Accreditation

Western Health has been accredited by the Australian Council of Health Care Standards.

Access your medical records- Freedom of Information

The Victorian Freedom of Information (FOI) Act 1982 allows you to request access to your health information held by Western Health. You can obtain copies of this information or to view original documents. You can find out more information by going to our website and downloading an application form or call the Freedom of

Information Department on 8345 6352. Fees apply.

You can also write to:

Freedom of Information Officer
Health Information Department
Western Hospital
Private Bag
FOOTSCRAY Vic 3011
Ph: 8345 6352

A fee is charged for this service.

ATM Facilities

ATM machines are located at all sites.

Please ask at the Information desk for exact location.

Auxiliary Shop

The Footscray Hospital Auxiliary Shop is located on the ground floor near the Gordon Street entrance. This shop is managed by a group of talented volunteers who make handmade items, offer specialised items for your stay in hospital such as knitted bed socks and crocheted rugs. The shop also accepts donated items from our community such as clothes, bric a brac, crockery and books. All funds raised are allocated to projects specifically for the Footscray Hospital. The normal hours for the Auxiliary Shop 10am to 3pm Monday to Friday and so donations of items should only be left at the shop during these hours.

Allergies

You should inform medical and nursing staff of any allergies you may have to antibiotics, medications or types of food as soon as possible.

If you have an allergy, you will be issued with a special identification band and alerts will be placed in your medical record.

Alcohol

Patients and visitors may not drink alcohol on hospital premises.

B

Be involved in your loved one's care

Western Health actively encourages family members to become involved in the patient's management whilst in hospital. Assisting in small ways such as feeding, toileting and general hygiene can be beneficial. Please ask staff how you can participate.

C

Continuous Positive Airway Pressure

Continuous Positive Airway Pressure (CPAP) Clinic is a service provided by the Sleep Disorders Unit to assist patients who are experiencing compliance difficulties with their CPAP therapy. CPAP is prescribed as nightly treatment for patients diagnosed with Obstructive Sleep Apnea (OSA). The clinic operates from two locations: within the Sleep Disorders Unit on Thursdays and Fridays, and from Specialist Outpatient Clinics on Friday afternoons. GP, Physician, and self-referrals are accepted. For bookings/enquiries, phone 03 8345 6124.

Cardiopulmonary Exercise Assessment Service (CPX)

Located on the 1st Floor, South Block, the CPX service assesses how effectively your heart and lungs respond to exercise. This test is appropriate for patients with unexplained breathlessness, and contributes to pre-operative assessment in patients undergoing major abdominal or thoracic surgery. This service is accredited by the Thoracic Society of Australia and New Zealand (TSANZ), and operates on Tuesdays. For bookings/enquiries, phone 03 8345 7018.

Community Engagement at Western Health

Western Health is committed to engaging with our community by connecting with the local schools and community groups. Through the community engagement program you will see school students assisting with projects both on the wards and in the garden spaces around all of the sites.

School students are encouraged to gain a greater understanding of what happens in a hospital and to also get some insight into what a career in health might look like. We encourage all patients and families to chat with the students and make them feel welcome.



we're
here to
help

Simply Helping

has been providing an extensive range of services to individuals and organisations for over 16 years. We began in rural and regional Victoria and are now providing services throughout Melbourne. We pride ourselves on delivering flexible care and support, either as an individual service or within a Simply Helping package to families living with a disability, to our senior members, and those choosing our services as a lifestyle choice.

Our Packages

In consultation with you and your family, we can design a package or packages to suit your particular needs or wishes, which can include any of the services we provide. Packages are popular as they give clients a greater degree of flexibility in the mix of services to be provided, in continuity of support and economies in price.

Our Services

Babysitting & Nannies
Companion Care
Counselling & Psychology
Gardening & Home Maintenance
Home Care/Cleaning
Personal Care
Pet-Sitting & Dog Walking
Respite

Helping
you and
your family
at home



For a booking or general enquiry please contact an office near you -
Inner & South Eastern 9792 3093
Bayside Peninsula 9502 3718
North East 0418 134 403
All other areas of Melbourne & regional Victoria 1800 998 866
simplyhelping.com.au

Café O'Vesta (Café of the West)

Café O'Vesta is situated on the ground floor of Footscray Hospital and provides a sumptuous menu covering everything from finger food to full breakfasts, lunches and dinners to an amazing array of cakes and desserts. Café O'Vesta also takes great pride in its coffee, which is a unique blend and is brewed to perfection by experienced baristas.

All meals are prepared in the state-of-the-art kitchen facilities onsite. Café O'Vesta also provides catering services. For more information please speak to one of the café staff.

Café O'Vesta is open Monday to Friday 6:00am - 8:00pm and Saturday to Sunday 8:00am - 7:00pm.

Café O'Vesta also has a convenience store located inside the café area which sells toiletries, newspaper and gifts. The convenience store is open 10:00am to 4:00pm Monday to Friday.

Consumer participation

Would you like to volunteer your time to help us improve our services? Western Health has opportunities that allow you to participate as a consumer representative on committees, working groups and focus groups. To register your interest, contact the Manager for Consumer Partnerships on 8345 1302.

Consent to Treatment

An individual has the right to determine what is done to his or her body. Medical and other practitioners require patient (or guardian) consent before attending to a patient. Consent needs to be freely given by a mentally competent, informed individual. Granting of consent by the patient may be implied, but for medical and surgical procedures, operations and some treatments, consent needs to be documented on a Consent Form. The information that patients should expect to be given about any procedure or treatment when consent is sought includes:

- A description of the procedure or treatment to be undertaken
- Its likely effect on the patient's functional status post-operatively and length of stay
- Risks and possible side effects
- The rationale for treatment and possible alternatives
- Whether the doctor obtaining consent will be the treating doctor
- The level of training of the doctor involved in the treatment

Patients should ask questions to ensure that they are satisfied they have received all the information they require to freely give their consent. If you require an interpreter to assist in your understanding, you should ask for one to be provided. In most cases, parents are able to give consent for procedures of treatment involving their children.

Call Bell

Each bedside console has a call button that registers your need for assistance from the nursing staff. You will be shown how to use it when you are admitted to hospital. Please do not hesitate to call for assistance as required.

D

Discharge Area

The discharge centre at Footscray Hospital is located on 2 South. Transfer to the Discharge Area helps to facilitate the discharge process and improve patient flow throughout the hospital.

On your day of discharge, you may be transferred to the discharge area, where your ongoing needs for a safe transfer home can be organised and coordinated.

The discharge area is staffed by two dedicated registered nurses. It is open Monday to Friday, 7.30 – 5.30pm. It is not open on public holidays.

There are a variety of reasons you may transfer to the discharge area on your day of discharge, the nurses on your ward will be able to advise you of these.

Contact Number: 83457327

Dentures

Dentures are easily lost if wrapped in a tissue and left on top of your bedside table or in your pocket. Please ask for a denture container, which will be clearly labelled for you.

Discharge- Leaving hospital

We will let you know when you are ready for discharge. Whenever possible, your discharge date will be discussed with you at the commencement of your stay to prepare yourself and organise for your return home. If possible you should arrange for someone to accompany you home.

If you do not have anyone available to drive you home, please notify staff so we can make alternative arrangements.

It is important that you do not leave the ward without obtaining the following:

- Follow up care instructions
- Prescriptions
- Details about community and other services that can help you at home

Discharge at Own Risk

With few exceptions, patients have the right to leave the hospital when they choose. This may be a serious step when taken against the advice of your doctor and could pose a serious threat to your well-being.

If you choose to leave under these circumstances you will be asked to sign a “disclaimer” form and the responsibility for this action will rest with you.

If you proceed with discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention or return to the hospital’s Emergency Department.

Donations Fundraising and Bequests

The Western Health Foundation is dedicated to raising funds to assist Western Health and the people of Melbourne's west.

The activities of the Foundation are directed towards the following objectives:

- To raise funds for the purchase of equipment and certain facilities at Western Health
- To fund medical research undertaken by Western Health
- To provide scholarships for the staff at Western Health

If you would like to donate or find out more go to our website www.wh.org.au/foundation or call 1300 079 599 or foundation@wh.org.au

E

Emergency Departments

Footscray Hospital Emergency Department

The Emergency entrance is on Eleanor St, Footscray.

Emergencies

Our staff are fully trained in emergency procedures such as during a fire. It is most important that patients stay calm and follow the instructions of staff if a fire or other emergency occurs. In the event of any emergency, you should stay by your bed until instructed otherwise by a member of hospital staff. During a fire, do not use the lifts.

In the event that a fellow patient needs help because of some mishap, you are asked to

refrain from offering physical assistance. Instead you should immediately call for a member of staff using the nurses' call button.

Enquiries - Information about your condition

It is always an anxious time when relatives are in hospital and family and friends are eager to hear your progress. We suggest that you discuss with your family

who will be the main contact for progress on your recovery. This will assist staff in maintaining their focus on your recovery and subsequently reduce disappointment if staff are unable to advise of your condition due

to privacy legislation. If you and your family would like to discuss your progress in depth with a treating team, staff are happy to arrange an appointment time to facilitate this.

F

Flowers

We welcome families and visitors bringing in flowers for patients. However please do not bring in pot plants as potting mix and soils can contain organisms which can cause infections. Flowers are not permitted in the intensive care unit or on respiratory ward 2D.

Feedback

Your feedback is important

There are many ways that you can give feedback to Western Health.

- Complete the Victorian Health Experience Survey. This will be mailed to you after you leave hospital



Royal Freemasons | FOR YOU FOR LIFE

Care & support when and where you need it.

Premium Residential Aged Care

Melbourne Coppin Suites

Residential Aged Care

Burwood Elizabeth Gardens

Flemington Gregory Lodge

Melbourne Coppin Centre

Mulgrave Monash Gardens

Noble Park Darvall Lodge

Sydenham Springtime Sydenham

Wantirna South Centennial Lodge

Home Care

Northern | Eastern | Southern

Retirement Living Apartments

North Carlton Redmond Park

Heidelberg Streeton Park

Independent Living Units

Ballarat Lalor Court

Brunswick Marjorie Nunan Court

Brunswick Marjorie Nunan Terrace

Coburg Jacaranda Court

Geelong Acacia Court

Irymple Banksia Court

Mooroopna Goulburn Court

Mulgrave Monash Gardens Village

Murrumbena Boyd Court

Swan Hill Murray Gardens Court

royalfreemasons.org.au



Contact us now: 1300 176 925

- Talk to a staff member
- Complete a feedback form and drop it into the feedback boxes located at the main reception
- Go on line www.wh.org.au/feedback
- Email feedback@wh.org.au
- Ask to speak to the patient representative
- Leave a voice message 1800 31 96 31

Fire

Our facilities are designed with smoke detectors, sprinkler systems and other fire safety features. If there is a fire, do not use the lifts. Our staff are trained to deal with emergency situations. It is most important that patients stay calm, DO NOT PANIC and follow the instructions of staff if a fire or other emergency occurs.

H

Hand hygiene and infection prevention

To reduce the risk and spread of infection staff and visitors are requested to wash their hands or use cleaning gel;

1. Before touching a patient
2. Before a procedure
3. After a procedure
4. After touching a patient
5. After and before touching a patient's surroundings

Hospital in the Home (HiTH)

Hospital in the Home (HiTH) provides care in the home that would otherwise need to be given during a stay in hospital. HiTH often provides an alternative to admission to hospital, or an opportunity for earlier transfer home, than would otherwise be possible.

Each patient is assessed to consider if HiTH can meet their medical needs. If HiTH is suitable, a personalised plan of care is made in consultation with the treating team. Care is provided to you in your home by a group of specialised HiTH nurses and medical team. The HiTH team provides the care you need, while monitoring your progress with regular reviews both in the home, and in the HiTH clinic.

Contact number 8345 6906

The HiTH staff can be contacted 7 days per week, 24hrs per day.

I

Interpreting Services

Western Health offers a full range of interpreting services including Auslan (sign language). If you need an interpreter during your hospital stay ask one of the staff and they will be happy to organise this for you.

Identification Bands

On admission, you will be issued with an identification band, which you are required to wear throughout your stay in hospital. Check with your admitting nurse that the details on the band are accurate.

ICU Liaison Service

The ICU Liaison service is staffed by critical care nurses whom act as a resource for ward medical and nursing staff with the management of patients with complex care needs. The ICU liaison nurses can be notified by nursing/medical staff via a nurse led rapid response service to assist with deteriorating patients within the hospital setting as well as reviewing patients discharged from ICU that may require follow up. On discharge from ICU the Liaison nurse will assist ward staff with any ongoing issues and ensure a smooth transition from ICU to the ward.

Contact Number: 8345 6588 (Footscray)
8345 0039 (Sunshine)

M

Medication

Medication will be dispensed on your discharge. For more information please refer to Pharmacy.

Medical Imaging

Western Health Medical Imaging (WHMI) provides comprehensive, specialist imaging service.

WHMI provides excellence in medical imaging with a core focus on patient care, whilst supporting and encouraging research, learning and staff development.

The Medical Imaging department forms part of a dynamic team providing diagnostic and interventional services within the hospital setting.

WHMI provides imaging using the latest state of the art technology equipment which includes:

- Computed Tomography (CT)
- Ultrasound
- Flourosocopy
- X-Ray
- Nuclear Medicine
- OPG
- Magnetic Resonance Imaging (MRI)
- Interventional Radiology
- Breast Care (Mammograms, ultrasound)
- Breast Screening- Breast Screen Victoria
- General Outpatient operating hours are:
Monday – Friday 8.00am to 4.30pm
- MRI Outpatient operating hours are:
Monday – Friday 7.00am to 9.00pm
- Saturday & Sunday
8.00am to 3.30pm
- For any enquiries please contact us on:
(03) 8345 6234

Meals

The hospital provides a choice of meals and will supply special diets where this is part of your medical care or to meet your cultural needs.

Meals are served during the following times

- | | |
|-----------|-------------------|
| Breakfast | 7:30am - 8:15am |
| Lunch | 11:45am - 12:45pm |
| Dinner | 5:00pm - 6:00pm |

P

Private Health Insurance

If you would like information about using your private health insurance please talk to our Private Patient Liaison Officers at Footscray on 8345 7151.

Patient Confidentiality

Most people consider their health information to be highly personal and want their privacy respected whenever they use a health service. Please be assured that privacy and confidentiality are very important to us.

Western Health staff and policies fully comply with all privacy legislation such as the Information Privacy Act 2000 (Vic), Health Records Act 2001 (Vic) and the Privacy Amendment (private sector) Act 2000 (Commonwealth). This means that all information about you is kept confidential by staff and is protected from being misplaced and inappropriately reviewed or altered.

Power of Attorney

You may wish to consider authorising someone else to make decisions for you in the event of illness preventing you from making decisions for yourself. This is achieved by going through the process of:

- Power of Attorney/Administrator (financial and other personal decisions) or
- Enduring Power of Attorney/Guardian (medical treatment)

Power of Attorney can be arranged through your solicitor.

Pressure Injuries

A pressure injury is sometimes called a bedsore, pressure sore or pressure ulcer and it is a break or blister of the skin which can look like a red sore but develop quickly into something more serious. They can occur on any part of the body but most commonly on the tailbone, hips, heels, elbows and ears and usually occur when you are in bed or sitting in the chair for a long time. When you are admitted to Western Health the staff will assess your risk of developing a pressure injury and discuss with you and your family/ carers how we can work together to reduce your risk. If you or your family notices any red sores anywhere on your body please let staff know as soon as possible.

Parking

Parking at Footscray Hospital is available in the main car park via Gordon Street. The cost varies from \$7- \$17 per day, and is cheaper on weekends.

You must pay for your ticket before you go to your car. Payment machines are located inside the hospital.

If you have a concession card please go to reception and have your card validated to receive a discounted rate.

There is also a council car park which is located in Eleanor Street. The cost ranges from \$3- \$9 per day. Payment is by machine which takes coins only.

Patient Representative

If you have an immediate concern you should talk to the nurse in charge or the manager of the service. In most cases they can resolve your concern.

If you are still concerned or would like further help you can contact the Patient Representatives on the following numbers -

- Footscray, Williamstown and Hazeldean – 03 8345 6811
- Sunshine and Sunbury - 03 8345 1502

Patient Health Information Centre

The Patient Health Information Centre is located on the ground floor near reception at both Sunshine and Footscray Hospital.

The Patient Health Information Centre is a place where you can come and learn more about your health and wellbeing. Trained volunteers can help you with written information or you can use our internet kiosks to search health sites. Both Centres are open Monday to Friday. Sunshine 9:00 - 4:00 pm Footscray 9:30 - 3:30 pm

Pastoral Care

Pastoral Care is concerned with and promotes the well-being of the human spirit. Pastoral Care team members are available to offer companionship and spiritual support that is respectful of your needs. Pastoral Care is concerned with and promotes the well-being of the human spirit. The team includes chaplains who can offer pastoral support as well as respond to specific religious needs. Arrangements can also be made for local faith representatives to attend as needed. Pastoral support is available to all patients, relatives, friends, volunteers and staff. If you would like a member of Pastoral

Care to visit you, please ask your nurse or a Western Health staff member.

Prayer Room

Footscray Hospital has a dedicated Prayer Room that is always open to offer a quiet space to pray, read, reflect or rest.

Psychology Services

The Psychology department offers services to patients at all campuses for assessment and treatment of brain related problems such as difficulties with thinking and memory as well as problems related to emotions such as low mood, anxiety, adjusting to illness and recovery from trauma. Please speak to a nurse or doctor on the ward if you have concerns and would like a Psychologist to see you, or if you have concerns about a patient who is your family member or partner.

Prostate Cancer Specialist Nurse

A Prostate Cancer Specialist Nurse is available to help support and educate men with prostate cancer in relation to their diagnosis, treatment options, palliative care through to survivorship. The Prostate Cancer Specialist Nurse is situated at both Footscray and Sunshine Hospital providing patients with information and resources for ongoing self-management. A Nurse Led Clinic operates every Thursday at Sunshine Hospital for men and their families to access for consultations and monitoring of prostate specific antigen and symptoms. Referrals can be made by GP's, Hospital clinics, external services or by self-referral to the Prostate Cancer Specialist Nurse Western Health Footscray. To contact the Prostate Cancer Specialist Nurse call 0411853290 or ask a staff member.

Pharmacy

Hospital pharmacists work in a variety of roles. Whilst you are staying as a patient in hospital, you may see the pharmacist working together with nurses and doctors on the ward.

Not all areas have pharmacists visiting every day, so if you need to speak to a pharmacist you may ask ward staff to check when they will attend and organise for them to visit you.

Pharmacists are usually available to you on the wards between Monday to Friday 9am-4pm.

Your pharmacist will

- discuss any medications or supplements you were taking prior to hospital admission
- ensure your medications are safe, effective & appropriate for you
- discuss what medication you should or should not take after you leave the hospital
- help you understand any changes to your medicines
- provide you with information leaflets to help you understand your medicine better
- investigate any possible adverse drug reactions you may experience & prevent recurrence
- advise you on possible side effects of medicines & what to do about them
- set up services to help you manage your medicines at home

To make sure you're given the right medication for your needs, please tell your

pharmacist if you are taking any of the following:

- oral tablets, capsules, powders or liquids
- eye drops/ear drops
- inhalers and sprays (into the ear, nose, mouth or under the tongue)
- patches
- medicated creams/ointments/lotions
- pessaries/suppositories
- over the counter medicines (example laxatives, hay fever medicines, pain relief)
- injections (from the doctor)
- other complementary, herbal or homeopathic medicines

It is important to remember to bring or have someone bring in all your medications or an up to date medicines list when you are admitted into hospital. These will be reviewed and be put aside for you until you are discharged.

Whilst you are in hospital, do not take any other medicines without telling your doctor, nurse or pharmacist.

The hospital pharmacy will supply your medicines for the nurses to give to you during your stay.

Please tell your ward staff (doctor, nurse or pharmacist) immediately if you have a reaction to any medications.

Before you are discharged we will arrange any medications you will need to take home and explain these to you. Just like at the local pharmacy, these discharge medications incur a cost. Please let us know if you have Veterans, Concession or Safety net cards to

ensure you are charged the correct price.

If you have any questions about your medicines, feel free to ask your pharmacist during your stay.

Palliative Care Consultative Service

The Palliative Care Consultative Service operates between 8:00 am and 4:30pm Monday to Friday, with on call Consultant support outside of these hours, public holidays and weekends. Palliative Care involvement is applicable throughout various stages of a patient's journey with a life limiting illness from diagnosis through to end of life care either at home, on the ward or in our inpatient Palliative Care Unit at Sunshine Hospital or in units closer to home. The team provide symptom control, pain management, linkage to community palliative care services, end of life care and run dedicated outpatient clinics aiming to improve quality of life and controlling symptoms. For enquiries, phone 03 8345 7068.

R

Respect and Dignity

All patients' visitors and staff have the right to feel emotionally and physically safe and to be treated with respect and dignity.

Your Rights

The Australian Charter of Healthcare Rights are your rights as a consumer using the Australian Healthcare system.

You have the right to

- Health care you need
- Safe high quality care
- Be treated with respect, dignity and consideration
- Clear understandable information
- Ask questions about your treatment
- Say what happens to your personal information
- Give positive or negative feedback or make a complaint
- Ask for an interpreter if you need one

If you would like a copy of the Charter please ask a staff member.

Rooms

Our hospitals have single and shared rooms. Beds are allocated on medical need. Very sick or infectious patients will be given a single room first. We sometimes need to move patients around. When this happens we will explain why and we will aim to put you in a room with a person of the same gender.

Respiratory Function Laboratories

Located on the 1st Floor, South Block, at Footscray Hospital the Respiratory Function Laboratories provide a variety of tests which measure breathing performance in new and chronic lung diseases. The laboratories are accredited by the Thoracic Society of Australia and New Zealand (TSANZ), and operate Monday to Friday for outpatient and inpatient testing. Written referrals from GPs and Physicians are accepted. For bookings/enquiries, phone 03 8345 6169.

S

Subacute and Aged Care Services:

Subacute and Aged Care Services have teams of specialised staff who work across a number of wards and hospitals at Western Health. Our focus is to provide care for you while you are in hospital so that you can improve your ability to do everyday activities. Together, we help with:

- Setting goals with you and your family or carers to improve your quality of life
- Improving your health, function and well being before leaving hospital
- Helping identify and organise community supports and long-term accommodation needs

Rehabilitation:

Rehabilitation is specialist inpatient care provided by a Rehabilitation Consultant and the multidisciplinary team (including Nurses and Allied Health staff), with a focus on providing a service for people who have experienced a loss of function and need intensive therapy within a specified timeframe to reach their goals. We aim to maximise independence and quality of life for our patients and support their return to the community.

Geriatric Evaluation and Management (GEM):

Geriatric Evaluation and Management (GEM) is specialist inpatient care provided by a Geriatrician and the multidisciplinary team (including Nurses and Allied Health staff) for people with chronic or complex conditions associated with ageing, cognitive problems,

chronic illness and/or disability. The aim of GEM services is to assess, treat and manage identified issues establishing an appropriate therapy program and determining the most appropriate living arrangements following discharge from hospital.

Dementia Assessment and Management Unit:

The Dementia Assessment and Management Unit is located on the Ground Floor Subacute Unit at Sunshine Hospital. It provides behavioural assessment and management for patients with moderate to severe dementia and supports patients/family/carers in identifying and organising an appropriate discharge destination.

Palliative Care:

Palliative Care optimises the quality of life for people with an active and advanced life-limiting or life-threatening illness, where a cure may no longer be possible. The focus of care is to provide pain relief, control symptoms and liaise closely with community agencies to ensure smooth transition of care into the home or residential care.

Acute Aged Care (AAC):

Acute Aged Care (AAC) manages the immediate health needs of older people who are frail and at-risk, targeting those with delirium, dementia, falls, mobility problems, constipation, continence issues and malnutrition.

Orthogeriatrics:

Orthogeriatrics provides post-operative care for people who have had surgery to repair fractures sustained due to conditions of ageing.



If you have been injured or hurt at someone else's doing, you may be entitled to compensation.

Established in 1969 Verduci Lawyers has been helping people in the following areas to ensure they are adequately compensated for their injuries:-

- **Workers Compensation (Work Cover)**
- **Road & Motor Vehicle Accidents (TAC)**
- **Public Liability**
- **Superannuation (TPD Claims)**
- **Victims of Crime**
- **Medical Negligence**

We work closely with you from start to finish on a 'NO WIN NO FEE' basis.

If you have been injured and want to know more about your rights or you wish to begin a claim, contact our office to make an appointment.

We promise to provide a legal service tailored to you and your needs.

Contact details:

1st Floor, 186 Barkly Street, Footscray VIC 3011

Ph: 9689 4733 Fax: 9687 7557

Email: enquiries@verducilawyers.com.au

Website: www.verducilawyers.com.au

Transition Care Program (TCP):

The Transition Care Program (TCP) offers short-term case management, low intensity therapy and personal support to assist older people at the end of their hospital stay to further recover while they decide on the best place to live long-term.

Well-care Program:

The Well-care Program provides a safe and welcoming environment for patients living in the community with a life-limiting illness, with a focus on managing pain and symptoms and providing support and respite for carers.

SNAP (Subacute and Nonacute Assessment and Pathways) Service:

The SNAP Service is a pivotal service at Western Health ensuring that patients have access to subacute pathways which facilitate the provision of the right care at the right time and in the right place. This includes screening and comprehensive assessment of patients to facilitate pathways out of acute care where clinically indicated.

The SNAP service bridges the gap between acute and subacute care by facilitating the flow of information, providing clinical consultation and capacity building to enhance care provision in these settings and support organisational for access and flow.

Safety

Security is provided 24 hours a day, 7 days a week on all Western Health sites.

Social Work

Admission to hospital can cause additional stress and worry, and going home may mean extra help or assistance is needed. Social Workers are trained to help patients and their families make these changes more easily. Their professional advice is available on a confidential basis in all parts of the hospital.

To see a Social Worker, ask a member of staff or your family to contact the Social Work Department. The Social Work Department is attended during business hours.

Sleep Disorders Unit

Located on the 1st Floor, North Block at Footscray Hospital, the Sleep Disorders Unit provides in-laboratory and home-based diagnostic testing for sleep related conditions. We perform basic overnight sleep studies, CPAP therapy implementations, complex ventilation studies, and daytime testing for cases of excessive sleepiness. The unit is accredited by National Association of Testing Authorities (NATA) and the Australasian Sleep Association (ASA), and operates Monday to Friday. We accept written referrals from Physicians only. For bookings/enquiries, phone 03 8345 6124.

Staff

During your stay in hospital or your visit as an outpatient you will be cared for by a team of health care professionals and other support staff. All staff members are required to wear photographic identification badges that include their name and title. They will also be wearing name badges. During your stay our staff will

- Introduce themselves
- Tell you what their role is
- Explain what they are going to do
- Answer your questions
- Ask if there is anything else they can do

Staying Healthy in Hospital

It is important to stay as active as possible while in hospital. This will lessen the difficulty you may experience when you go home and help you to get home sooner.

What you can do

- Change your position at least every hour
- Go for a short walk. If you need help ask a staff member
- Ask for help to go to the toilet if you need it
- Try and eat all your meals
- Sit out of bed if possible
- Let us know if you have lost weight since being in hospital
- Let us know if you have missed a meal
- Maintain your fluids while you are in hospital

Safer health care

Be actively involved in your own health care

1. Speak up if you have any questions or concerns
2. Learn more about your condition or treatments
3. Keep a list of all the medicines you are taking
4. Make sure you understand the medicines you are taking
5. Get the results of any test or procedure
6. Talk about your options if you need to go into hospital
7. Make sure you understand what will happen if you need surgery or a procedure
8. Make sure you, your doctor and your surgeon all agree on exactly what will be done
9. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Smoking

Western Health is a smoke free environment. Smoking is not permitted by staff, visitors or patients within the hospital. However it is accepted that some patients may find it difficult to refrain from smoking during their stay. For this reason a small number of external smoking areas have been provided. Please check with a staff member about their location.

Stomal Therapy

The Western Health Stomal Therapy department is a specialty nursing service. The Stomal Therapy Nurse assists people before and after surgery which results in a temporary or permanent stoma. A stoma is a new opening within the body surface that allows body waste that would normally be stored and removed by the bowel or bladder to empty into a special hidden bag.

T

Telephones

Public telephones are located in accessible areas. Please ask at our information desk for exact location.

Telephones and Televisions are available for hire. Please contact your ward staff for more details. All electrical equipment must be checked with hospital electrician prior to their use.

V

Valuables

Please do not bring valuables such as jewellery, credit cards or large amounts of money to hospital. We cannot accept responsibility for such items.

Visitors

Visitors are always welcome as they play an important part in the recovery and comfort of patients. Visiting hours are designed to allow for rest and adequate treatment, which are essential for good patient care; therefore we suggest that no more than two visitors visit a patient at any one time. Please be reminded that most rooms are shared and therefore discretion and sensitivity are encouraged. We encourage you to be sensitive to the needs of other patients in your ward. We also ask that children are always in the care of a responsible adult.

Visiting hours are 2:00pm to 8:00pm. These may be different on some wards and areas so please check with staff.

Volunteer Program

Volunteers support our patients, visitors and staff in many different roles across the Footscray Hospital. Volunteers offer their time to provide support in the way of friendly visiting on the wards, offering tea & coffee in the outpatient clinic areas and supporting meal times on the wards. The volunteers play a big role in the Emergency Department to keep the environment calm, and they offer options for patients to purchase newspapers or to provide feedback about our health service. The volunteers in their blue vests can help you find your way around the hospital or offer advice on where you may find departments within the hospital.

If you are interested in being part of the volunteer program and supporting your local health service please contact the Volunteer Management Team or email volunteer@wh.org.au. The volunteer team at Footscray Hospital is very passionate about ensuring that our patients feel welcomed and have the best experience possible for them and their families.

W

What bring to hospital?

- Comfortable clothing such as track pants, t-shirts and underwear.
- Suitable footwear: flat lace up shoes or sports shoes are best.
- Pyjamas or nightie and closed backed slippers with a non-slip sole.



Are you privately insured and would like to be transferred to Western Private Hospital?

Our highly regarded specialists treat a range of surgical, medical and cardiac patients. Our facility includes 68 beds with Coronary Care Unit, Intensive Care Unit, Cardiac Catheter Laboratory, Operating Theatres and Day Procedure Unit. Our doctors, nurses and allied health work together as a team to ensure the best health outcomes for all our patients.

Ask your doctor NOW about being transferred to Western Private Hospital



1-9 Marion Street, Footscray VIC 3011
www.westernprivatehospital.com.au

(03) 9318 3177

- Toiletries including toothbrush, toothpaste, comb, shampoo, dentures, shaving equipment, continence aids.
- Medications (used before hospital), including creams, inhalers, eye drops.
- Medicare and pension/ DVA card.
- Your usual walking aid (if asked to).
- Glasses and hearing aids if you use them.
- Activities you enjoy (ie. books, craft, crosswords).

**Please write your name on any personal items

Wards

The ward staff will explain the details of the ward layout, routine and services when you arrive.

1 East

1 East is a five port dialysis centre which provides treatment for inpatients who require dialysis and also to outpatients who may be waiting for a permanent placement at a dialysis satellite unit. This Unit is aligned with the Williamstown Satellite Dialysis Unit. The staff in this Unit also provide dialysis at the patient's bedside should this be required as well as an on call service.

3 East

3 East is a Surgical Ward specializing in the care of patients following plastics/Ear Nose and Throat, Head and Neck, Faciomaxillary surgery Upper Gastrointestinal/General Surgery, (UGIG) & Thoracic procedures both electively and via the emergency department. The ward focuses on the quality of patient

care and has a strong emphasis on teamwork across all disciplines of the healthcare team to achieve the best possible outcome for our patients. Visiting hours are flexible during the day. Contact phone number is 83456280.

2 East

2 East is a 28 bed ward at Footscray specialising in Colo-rectal, Urology, General and Endocrine surgery. We receive patients from emergency, other health organisations and as elective admissions. We have a

strong commitment to team care across all disciplines and endeavour to work within the best care framework to achieve positive outcomes.. Visiting hours: 2pm-8pm.

Contact: 8345 6640.

Day Procedure Unit (DPU)

DPU admits and prepares all patients for theatre, cardiac catheter labs and radiology. The endoscopy procedure rooms are located within DPU so patients booked for endoscopy are admitted and undergo their procedure in this area. DPU also carries out and cares for patients who are undergoing other non surgical day procedures for example ascitic taps. All patients who have had day procedures are cared for in DPU prior to their transfer home.

2B General Medical, Renal and Endocrinology

2B is a 25-bed ward that specialises in General Medical, Renal and Endocrinology patients. Nursing, medical and allied health professionals work closely as a team to assess and treat patients to provide best care. Many 2B patients are elderly with co-morbidities which include diabetes, respiratory and

cardiac disease, and renal disease requiring haemodialysis or peritoneal dialysis. Contact number: 8345 6348 or 8345 6402. Visiting hours: 2pm-8pm.

2C General Medicine, Rheumatology and Addiction Medicine

Ward 2C is a 25 bed unit at Footscray specialising in the care of patients under General Internal Medicine, Addiction Medicine and Rheumatology which is responsible for admitting acute patients from ED, ICU, and CCU. The unit focuses on the quality of patient care and has a strong emphasis on teamwork across all disciplines of the healthcare team to achieve the best possible outcome for our patients. Contact number: 83457248. Visiting hours 2pm-8pm.

2D Respiratory Medicine, Gastroenterology and Infectious Disease

2D is a dynamic 20 bed ward, specialising in respiratory medicine, gastroenterology medicine and infectious diseases. The unit also comprises a 3 bed Intermediate Respiratory Care Unit (IRCU), accommodating complex and acute respiratory patients who require non-invasive ventilation. Strong emphasis is placed on teamwork across all disciplines of the health care team (medical, nursing, allied health, patient educators and community based HARP facilitators) to achieve the best possible outcome for patients. Unfortunately, we request that visitors do not bring flowers to 2D. Contact Number: 83456772. Visiting hours 2pm-8pm.

1 West

Ward 1 West is a 25 bed unit specialising in Orthopaedics, Neurosurgery and Pain services. We admit patients from the Emergency department, electively and from outpatients. We are committed to providing "Best Care" and place a strong emphasis on teamwork across all disciplines of the health care team to achieve the best possible outcome for our patients. Visiting hours: 2pm – 8pm. Contact Number: 83457125.

3 B

3B provides care for patients who require Rehabilitation, Geriatric Evaluation and Management (GEM), Acute Aged Care (AAC) or Orthogeriatric services. Therapy programs are developed by the multidisciplinary team and supported by access to patient kitchen/ lounge area and a large gymnasium.

Visiting Hours: 2 – 8pm

8345 7338

8345 7339

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Yarra West residential aged care offers 60 places in well appointed accommodation in the leafy suburb of Yarraville. Our care services are managed by qualified, registered nurses and well-trained staff. We focus on person-centred care, ensuring privacy, dignity and optimum quality of life for each of our residents.

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*Our Admissions Co-ordinator can
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FAX: 1300 273 422 (1300 2 REHAB)

EMAIL: rehab@healthscope.com.au



We are one of Australia's leading and most respected providers of inpatient and outpatient rehabilitation care.

With one phone call we can facilitate admission for you to one of our facilities.

Let us make all of the necessary arrangements, allowing you to focus on getting your life back on track!

Location of our facilities:

- * Cotham Rehabilitation Unit (Kew)
- * Dorset Rehabilitation Centre (Pascoe Vale)
- * Victorian Rehabilitation Centre (Glen Waverley)
- * North Eastern Rehabilitation Centre (Ivanhoe)
- * Como Rehabilitation Unit (Parkdale)
- * Geelong Private Hospital

Our Programs Include:

- * Orthopaedic
- * Pain Management
- * Stroke & Neuro
- * Hydrotherapy
- * Trauma & Acquired Brain Injury
- * Cardiac
- * Pulmonary
- * General Reconditioning
- * Return to Work
- * Falls & Balance
- * Sprains & Strains
- * Spinal



Australian Home Care's (AHC) personal care and home help services are designed to support you to live independently in your home and your community.

AHC is a not for profit organisation wholly owned by Multiple Sclerosis Limited. We support research to find a cure for multiple sclerosis and advocate for people with the disease.

We have 29 years' experience delivering support and assist over 6400 people annually. Our services provide a complete package to support you to live the life you want. We provide personalised, flexible and responsive services and will work with you to understand your particular needs. Our person-centred planning is based on an ongoing conversation, and we are committed to supporting what is meaningful to you.

Our services are available from as little as one hour per month, to 24 hours a day seven days a week. You can call us anytime.

We provide a diverse range of services including:

- Assistance with daily living activities (Personal Care);
- Essential housekeeping (Home Help/Domestic Assistance);
- Independent living skills and community access programs;
- Support for primary carers (Respite Care);
- Live-in care;
- Shared, supported accommodation services for people with a disability; and
- Nursing and allied health services

✓ *As well as providing services, we can help you navigate what can appear to be a complex service system - **we want to make it easy for you.***

✓ *Ask us about finding the supports you need in your local community.*

✓ *Let us help you make a safe and comfortable transition from hospital back to your home.*



Giving you the support you need to live the life you want!

To you, it's about making the right choice.
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We are specialist, national providers of high quality in-home care for older Australians, assisting people to live independently at home.

Our professionally trained CAREGivers are an invaluable resource in helping families eliminate worry, reduce stress and re-establish personal freedom.

Our services include:

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There are public transport facilities close by to help you get to where you need to be.

Palms Motel is located 1.9km away from Western Hospital and has bus and tram services throughout the day.

With 24 hours reception, we are always here to look after you and care for your needs as best as we can.

From the friendly team at The Palms Motel



Do you have asthma?

Do you know how to manage it, so that you can lead a full and active life?

Do you want more information?

Call The Asthma Foundation. We provide asthma advice, education, training counselling and we are here to help you.

We have:

- a telephone HelpLine
- a wide range of brochures on different aspects of asthma management
- a website with up-to-date and useful information
- a program of community education and training sessions

CALL US SO WE CAN HELP YOU

1800 645 130

James Barker House



James Barker House provides a supportive and caring home for people who have experienced significant hardship in their lives. James Barker House is run by The Salvation Army and specialises in meeting the needs of marginalised and homeless persons, and people who have few familial and financial resources available to them. We have created specialised programs that cater for our client profile, and our facility's eight wings and four nursing stations enable and enhance these programs, upholding the dignity of the individual.

Who is eligible?

People can apply for one of James Barker House's 120 rooms. They will be assessed to enter residential aged care by an Aged Care Assessment Team.

What services are provided?

James Barker House cares for up to 120 residents in eight wings. Each resident has a single room, spaciouly set out, with ensuite facilities. It also provides palliative care and respite bed days.

The manager leads a professional, friendly and multicultural nursing and care staff, with high levels of qualifications and expertise. There are also numerous lifestyle, leisure, service and maintenance personnel, and a chaplain who offers companionship, support and friendship.

The Salvation Army Mission Values

- * Human Dignity
- * Justice
- * Hope
- * Compassion
- * Community

For further information please call 03 9823 4000 between 9 a.m. – 5 p.m. weekdays or email jbhreferrals@aus.salvationarmy.org.



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NO WIN NO CHARGE * (some conditions apply) To access our free telephone advice service or to schedule a free initial consultation with us, please call Andrew Tran on 0426 005 228

Have you been left out of a Will or have not been properly provided? Willocks Lawyers also assist clients with challenging Wills (No Win No Charge)*

Call (03) 9547 1841 or 0426 005 228.

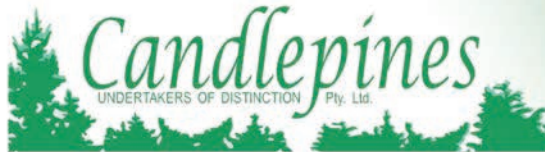


Andrew Tran,
Senior Solicitor

Offices in:
Melbourne Footscray Springvale
www.willockslaw.com

When you lose someone you love you really don't
need someone else telling you how it is.
You need genuine empathy and support.
You need clear arrangement details.
You need things done the way you want.
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– Just like the family member you are.
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Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia

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Alzheimer's Australia is here to help people
of all ages with all forms of dementia

WE HELP:

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- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

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Check out Alzheimer's Australia's
brain health program for tips on how
to maximise your brain health at
yourbrainmatters.org.au

**YOUR
BRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU



Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

if unwilling / unable to perform rescue breaths continue chest compressions

D

Attach Defibrillator (AED)

as soon as available and follow its prompts

**Continue CPR until responsiveness or
normal breathing return**



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SIA Footscray Medical Centre offers both experienced General Practitioners (both male and female) and friendly nurses. Our GPs also have a special interest in Diabetes Management, Chronic Disease Management, Acupuncture, Natural Therapies, Pregnancy and Women's Health, Men's Health and Travel Medicine.

Complementing the General Practice is a radiology service, with a busy pharmacy located on the ground floor and a pathology service located close by. Allied Health services, physiotherapy and podiatry are also available.

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We have a HICAPS machine and accept all insurance funds, ensuring you access to your rebates from your health fund.

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Opening hours

Monday	9am to 6pm
Tuesday	9am to 6pm
Wednesday	9am to 6pm
Thursday	9am to 6pm
Friday	9am to 6pm
Saturday	9am to 6pm
Sunday	9am to 4pm
Public Holiday	10am to 5pm

Tel: (03) 8538 8111

